

Clerical and Office Group
Office Supervisor, Meter Maid and Customer Service Series
Characteristics Of The Class:

CUSTOMER SERVICE SUPERVISOR I
12/86

Under general supervision, assigns and supervises the activities of the Customer Service Section or Meter Reading Section; performs related duties as required.

Examples Of Duties:

Assigns and supervises the work of subordinate personnel engaged in Customer Service or Meter Reading activities; prepares meter reading schedules and schedules daily workload of meter readers; reviews and analyzes field reports and investigates complex customer complaints and attempted diversions; recommends appropriate corrective action to adjust customer complaints; monitors readings of water utility accounts; compiles work volume statistic for accounting purposes; maintains records and prepares reports.

Reviews work of assigned personnel and evaluates their performance; trains and develops assigned personnel; enforces personnel rules and regulations, standards of conduct and work attendance; enforces safe working conditions; acts in capacity of the supervisor in his/her absence.

Minimum Qualifications

Training and Experience: Graduation from high school or G.E.D. and four years experience as a Customer Service Worker, or Customer Service Inspector or Meter Reader; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Considerable knowledge of office practices and procedures; considerable knowledge of methods, techniques and equipment used in meter reading; considerable knowledge of departmental operational procedures, policies, rules and regulations. Ability to deal with Customers promptly and courteously; ability to supervise personnel; ability to establish and maintain effective working relationships with fellow employees and general public; ability to keep records.

Skill in the use of common office equipment.

Physical Requirements: Mobility within an office and field environment; operation of a motor vehicle through city traffic.

Licenses and Certificates: Valid Texas Operator's License.

Director of Personnel

Department Head